

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): McGloin et al.                      Examiner: LE, Linh Giang  
Serial No.: 09/672,829                              Group Art Unit: 3686  
Filed: September 29, 2000                              Atty. Docket P-9683-US1  
    Conf. No. 2975

Title: **PERFORMANCE MANAGEMENT SYSTEM**

---

**RESPONSE AND AMENDMENT**

Mail Stop  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This paper responds to the Office Action dated September 21, 2009.

Please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page **2** of this paper.

**Remarks/Arguments** begin on page **6** of this paper.